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July 1, 2015

CONFIDENTIAL FILING

VIA FEDERAL EXPRESS

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
9300 East Hampton Drive
Capitol Heights, MD 20743

**RE: New Hope Telephone Cooperative, Inc.'s Confidential Financial Information
Subject to Protective Order;
In re WC Docket Nos. 10-90, 07-135, 05-337, 03-109; CC Docket Nos. 01-92,
96-45; GN Docket No. 09-51; and WT Docket No. 10-208.**

Dear Ms. Dortch:

In conjunction with the annual reporting requirements of 47 C.F.R. §§ 54.313 and 54.422, New Hope Telephone Cooperative, Inc. ("New Hope"), an Alabama rate of return carrier and a recipient of high cost support, respectfully submits the enclosed, marked confidential information under seal, as specified in the FCC's Protective Order in WC Docket Nos. 10-90, 07-135, 05-337, 03-109; CC Docket Nos. 01-92, 96-45; GN Docket No. 09-51; and WT Docket No. 10-208, and 47 C.F.R. §§ 0.457 and 0.459, and requests confidential treatment of said information. New Hope has electronically filed FCC Form 481 to the Commission with redacted Line 3005 financial data and a redacted Five-Year Network Improvement Plan.

The confidential information is required by 47 C.F.R. § 54.313(f)(2) and includes detailed financial information that is competitively sensitive and would not normally be made available for public inspection. Disclosure of this information would have a substantial negative impact on New Hope. Pursuant to 47 C.F.R. § 0.049(b), New Hope provides the following information in support of its request that the confidential material enclosed herein be withheld from public inspection.

47 C.F.R. § 0.049(b)(1). Exemption 4 of the Freedom of Information Act ("FOIA") protects "trade secrets and commercial or financial information obtained from a person [that is] privileged or confidential." New Hope maintains this information is confidential, competitively

REDACTED-FOR PUBLIC INSPECTION

Ms. Marlene H. Dortch, Secretary
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sensitive data not normally made available to the public, which, if released, would have a substantial, negative competitive impact on New Hope. Each page of the non-redacted version of this filing containing confidential information is marked as "CONFIDENTIAL NOT FOR PUBLIC INSPECTION."

47 C.F.R. § 049(b)(2). This information is being submitted in compliance with 47 C.F.R. § 54.313(f)(2) and is to be filed in WC Docket No. 10-90. Privately-held rate of return carriers that receive high cost support must complete the FCC Form 481, to include "[a] full and complete annual support of the company's financial condition and operations as of the end of the preceding fiscal year." New Hope is requesting that portions of this information be afforded confidential treatment.

47 C.F.R. § 049(b)(3). The information designated as confidential is detailed financial information including a balance sheet, income statement, and cash flow statement that is competitively sensitive information not normally made available to the public, which, if released, would have a substantial, negative competitive impact on New Hope.

47 C.F.R. § 049(b)(4)&(5). Such financial information is generally not subject to routine public inspection under 47 C.F.R. § 0.457(d), which would subject New Hope to substantial competitive harm.

47 C.F.R. § 049(b)(6)&(7). New Hope has routinely treated the non-public information included in this submission as confidential and has protected it from disclosure to outside parties. Any financial information required to be submitted to state regulatory authorities has also been filed as confidential information, in accordance with state rules and/or statutes.

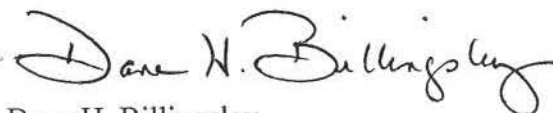
47 C.F.R. § 049(b)(8). New Hope believes that this information should be treated as confidential for a minimum period of ten years.

As required in the Protective Order, two copies of the redacted confidential information are being filed simultaneously with the non-redacted confidential information, marked as "REDACTED – AVAILABLE FOR PUBLIC INSPECTION."

Questions regarding this matter should be addressed to us at the telephone number shown above.

Very Truly Yours,

WILKERSON & BRYAN, P.C.



Dana H. Billingsley
Attorney for New Hope Telephone Cooperative, Inc.

Ms. Marlene H. Dortch, Secretary
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July 1, 2015

Enclosure

cc: Jim Cook, General Manager

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	250306
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2016
<030>	Contact Name: Person USAC should contact with questions about this data	Tammy Weeks
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	tammyw@nehpc.net

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
		(check box when complete)	
<100>	Service Quality Improvement Reporting (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200>	Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	<input checked="" type="checkbox"/> <-- check box if no outages to report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300>	Unfulfilled Service Requests (voice) 0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310>	Detail on Attempts (voice) (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband) 0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330>	Detail on Attempts (broadband) (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410>	Fixed 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420>	Mobile 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440>	Fixed 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450>	Mobile 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	250309a1510.pdf (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	250309a1610.pdf (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/> (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability Certification Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100>	Certify whether terrestrial backhaul options exist (Yes or No) <input checked="" type="radio"/> <input type="radio"/> (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet			
<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

(100) Service Quality Improvement Reporting
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehc.net
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input checked="" type="radio"/> <input type="radio"/>
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	
<111>	year plan" filed with the FCC?	(yes / no) <input checked="" type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

- <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

250308a1112.pdf, 250308a1112a6b.xlsx, 250308a1112map.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How much (USF) was used to improve service quality and how support was used to improve service quality
 <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
 <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

Yes
Yes
Yes
Yes
Yes
Not Applicable

(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-C986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Woolco
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammywohnp.net

[illegible]

(700) Price Offerings including Voice Rate Data
Data Collection Form

FCR Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Wehn
<035>	Contact Telephone Number - Number of person identified in data line <030>	256724211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammy@wehp.net

<701>	Residential Local Service Charge Effective Date	1/1/2015
<702>	Single State-wide Residential Local Service Charge	

[illegible]

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nhcp.net

[illegible]

(900) Tribal Lands Reporting
Data Collection FormFCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code 250308
 <015> Study Area Name NEW HOPE TEL COOP
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Tammy Weeks
 <035> Contact Telephone Number - Number of person identified in data line <030> 2567234211 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> tammyw@nehp.net

<910> Tribal Land(s) on which ETC Serves

--


<920> Tribal Government Engagement Obligation

--

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
 <922> Feasibility and sustainability planning;
 <923> Marketing services in a culturally sensitive manner;
 <924> Compliance with Rights of way processes
 <925> Compliance with Land Use permitting requirements
 <926> Compliance with Facilities Siting rules
 <927> Compliance with Environmental Review processes
 <928> Compliance with Cultural Preservation review processes
 <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable


**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammy@nehp.net

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers

FCC Form 481

OMB Control No.: 3060-0986/OMB Control No.: 3060-0819

July 2013

Lifeline

Data Collection Form

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehp.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://nhc.coop/products-and-services/phone/lifeline-assistance>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

<010>	Study Area Code	250309
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Sammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Sammyweeks@tel.net

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)i}
 <2011a> 3rd Year Certification {47 CFR § 54.313(b)(1)ii}
 <2011b> Attachment {47 CFR § 54.313(b)(1)ii}

Name of Attached Document(s) Listing Required Information

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012> 2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}
 <2013> 2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}
 <2014> 2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}
 <2015> 2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016> Certification Support Used to Build Broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017> 3rd year Broadband Service Certification
 <2018> 5th year Broadband Service Certification
 <2019> Interim Progress Certification
 <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document(s) Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0886/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NRW HOPE TEL COOP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Wacker
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@ncnp.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

- (3010) Progress Report on 5 Year Plan
Milestone Certification (47 CFR § 54.313(f)(1)(i))

250308a13010.pdf

Name of Attached Document Listing Required Information

- (3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☒

250308a13012.pdf

- (3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

- (3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) ☒
(3014) If yes, does your company file the RUS annual report ☒

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

- (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☒
(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☒

250308a13017.pdf

- (3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

- (3018) If the response is no on line 3014, is your company audited? ☒

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☐
(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐
(3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit ☐
If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:
(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, ☐
(3023) Underlying Information subjected to a review by an independent certified public accountant ☐
(3024) Underlying Information subjected to an officer certification. ☐
(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

- (3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier-Additional Documentation (Continued)

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW POPE TEL COOP
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	kaniv@nehp.net

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

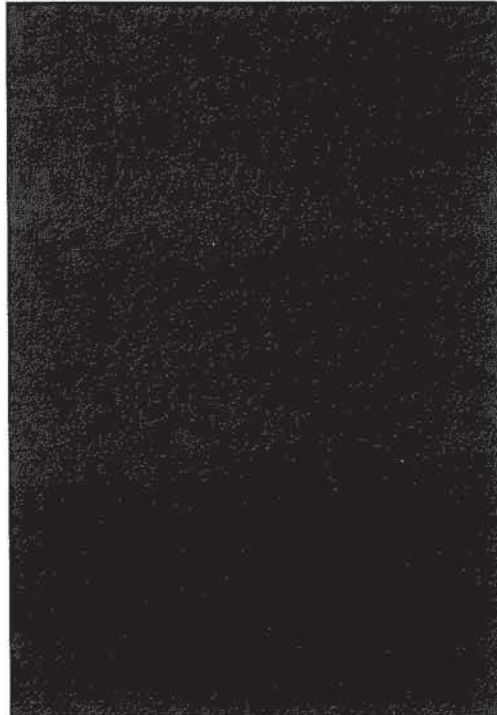
(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends



Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	250308
<015> Study Area Name	NEW HOPE TEL COOP
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035> Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	tammyw@nehc.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: NEW HOPE TEL COOP	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/30/2015
Printed name of Authorized Officer: James Cook	
Title or position of Authorized Officer: General Manager	
Telephone number of Authorized Officer: 2567234211 ext.	
Study Area Code of Reporting Carrier: 250308	Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(700) Price Offerings including Voice Rate Data
Data Collection Form

FCC Form 481

OMB Control No. 3060-0985/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	250306
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nhcp.net

<701> Residential Local Service Charge Effective Date
<702> Single State-wide Residential Local Service Charge

1/1/2015

<703>

[illegible]

(710) Broadband Price Offerings Data Collection Form

OMB Control No. 3060-0935/OMB Control No. 3060-0819

Jüly 2013

<010>	Study Area Code	250308
<015>	Study Area Name	NEW HOPE TEL COOP
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Tammy Weeks
<035>	Contact Telephone Number - Number of person identified in data line <030>	2567234211 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	tammyw@nchp.net

[illegible]

New Hope Telephone Cooperative, Inc.

**Demonstration of Complying With Applicable Service Quality Standards and
Consumer Protection Rules**

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The FCC found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

New Hope Telephone Cooperative, Inc. (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Alabama Public Service Commission’s Rules and Regulations, Telephone Rules, Rule T-12, Filing of Telephone Tariffs and The Code of Alabama 1975 Section 37-1-81, which disclose rates, terms and conditions of service to customers; (2) adherence to state consumer protection requirements governing telephone providers which require adherence to

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

minimum service standards as identified in the Alabama Public Service Commission's Rules and Regulations, Telephone Rules, Rule T-21, protection against cramming and other deceptive practices as identified in Rule T-16(C)(11); (3) truth-in-billing requirements as identified in Rule T-16; and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

The Company offers the following as examples of how it meets the service quality and consumer protection requirements. Company maintains and updates appropriate tariffs with all rates, terms and conditions on file with the Alabama Public Service Commission and maintains a copy of such tariff for public inspection at Company offices. Company also sends all required bill messages and/or customer notifications, including but not limited to, do-not call list, cramming, truth-in billing, Low Income Support/Lifeline, etc. Company also maintains a CPNI Manual and Red Flag Manual. The Company also provides trouble reports to the Alabama Public Service Commission. The Company furthermore will comply with all requirements set forth in the 2015 Open Internet Order when it becomes effective.

**New Hope Telephone Cooperative, Inc.
Ability to Function in Emergency Situations for Voice and Broadband**

New Hope Telephone Cooperative, Inc. hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ and the Alabama Public Service Commission Rules and Regulations, Telephone Rules. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

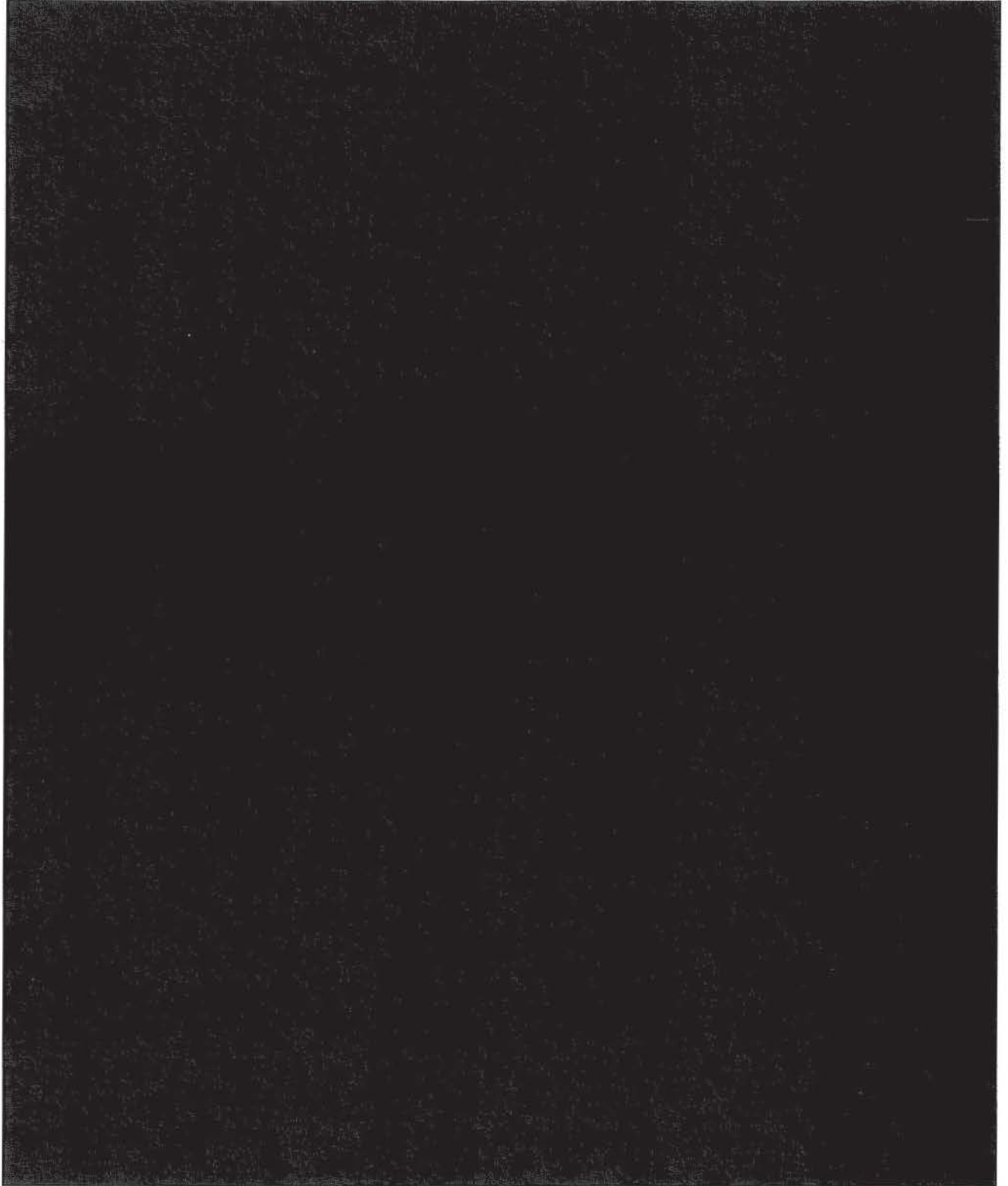
Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company's central office(s) that have twenty-four (24) hour maintenance coverage or have an automatic start engine alternator can provide a minimum of three (3) hours of batter reserve in accordance with the Alabama Public Service Commission Rules and Regulations, Telephone Rules, Rule T-21(L)(2). All other central office(s), as and if applicable, have a minimum of eight (8) hours of battery reserve In accordance

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

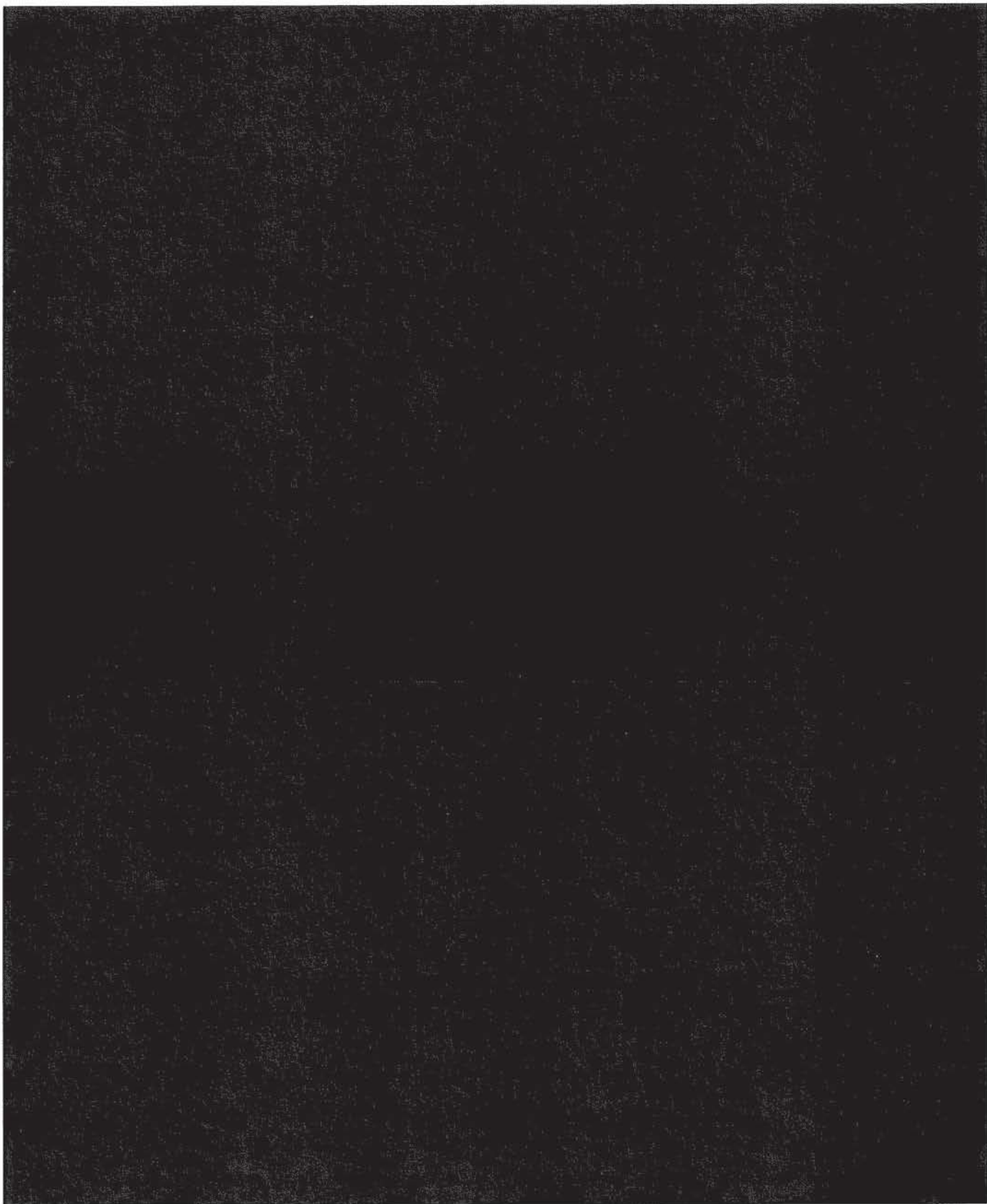
with Rule T-21(L)(2). Company's standby generators and battery back-up support both voice and broadband network equipment should an emergency situation occur.

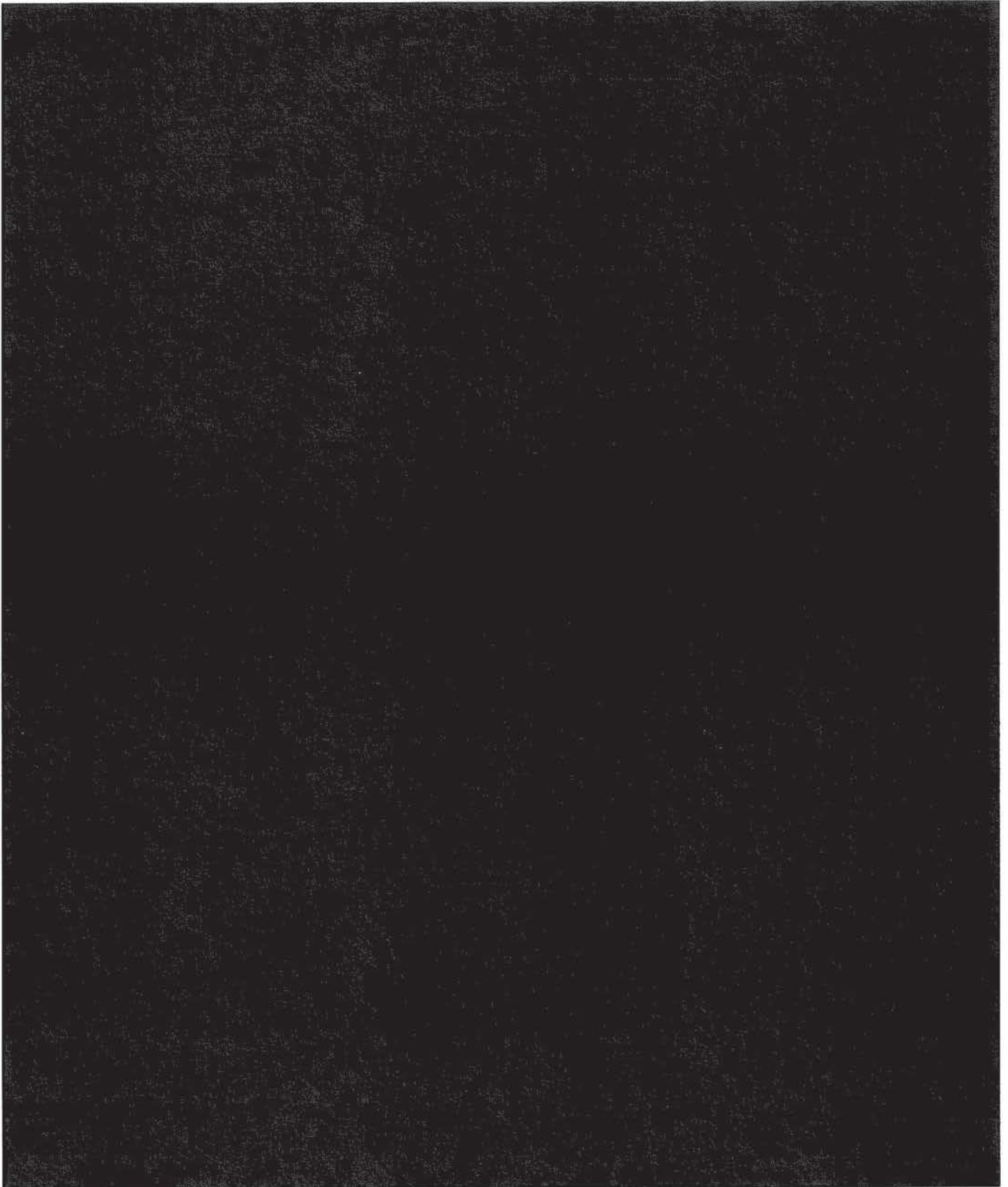
[REDACTED]

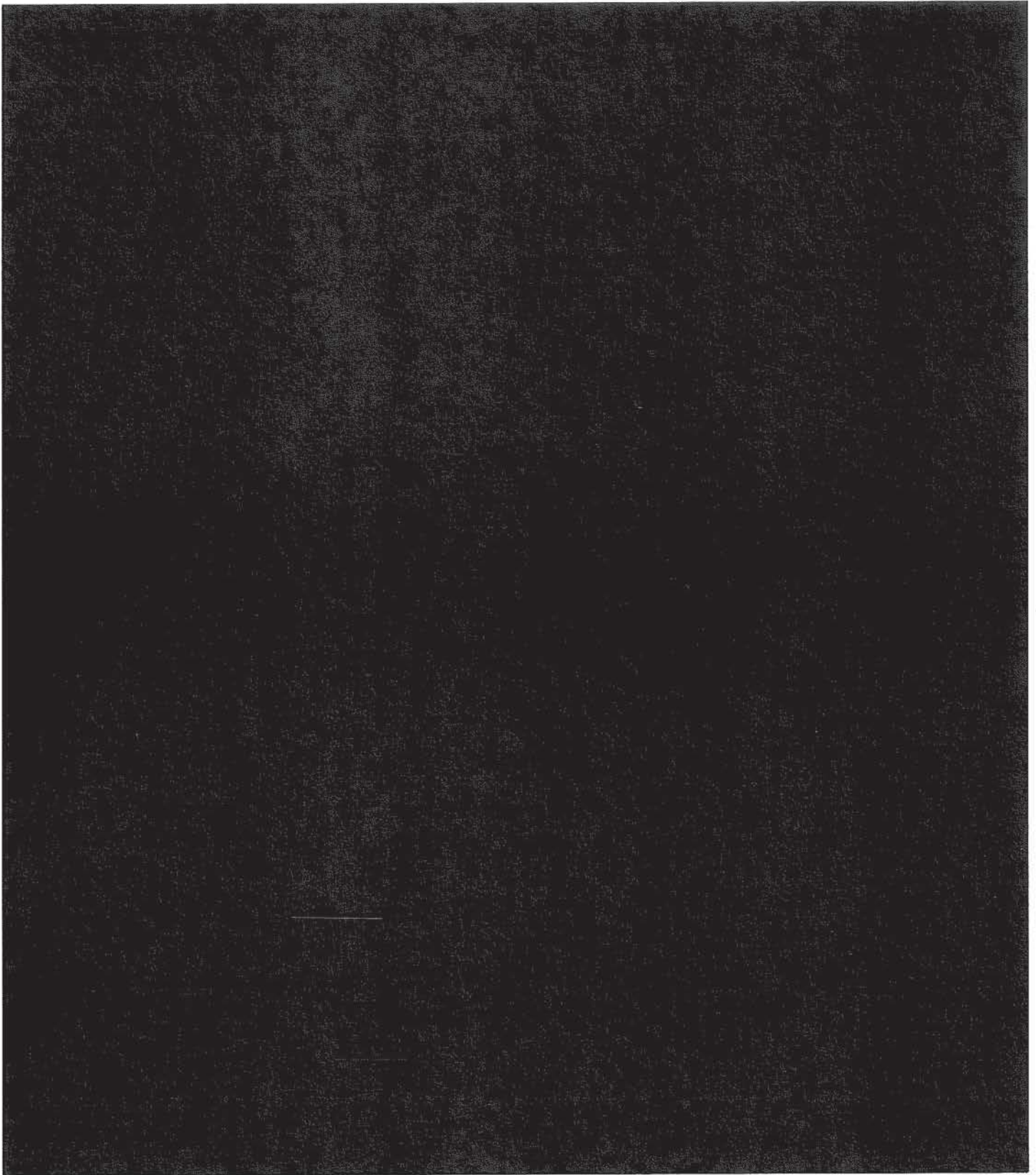
Five-Year Network Improvement Plan and Progress Report
For New Hope Telephone Cooperative, Inc.



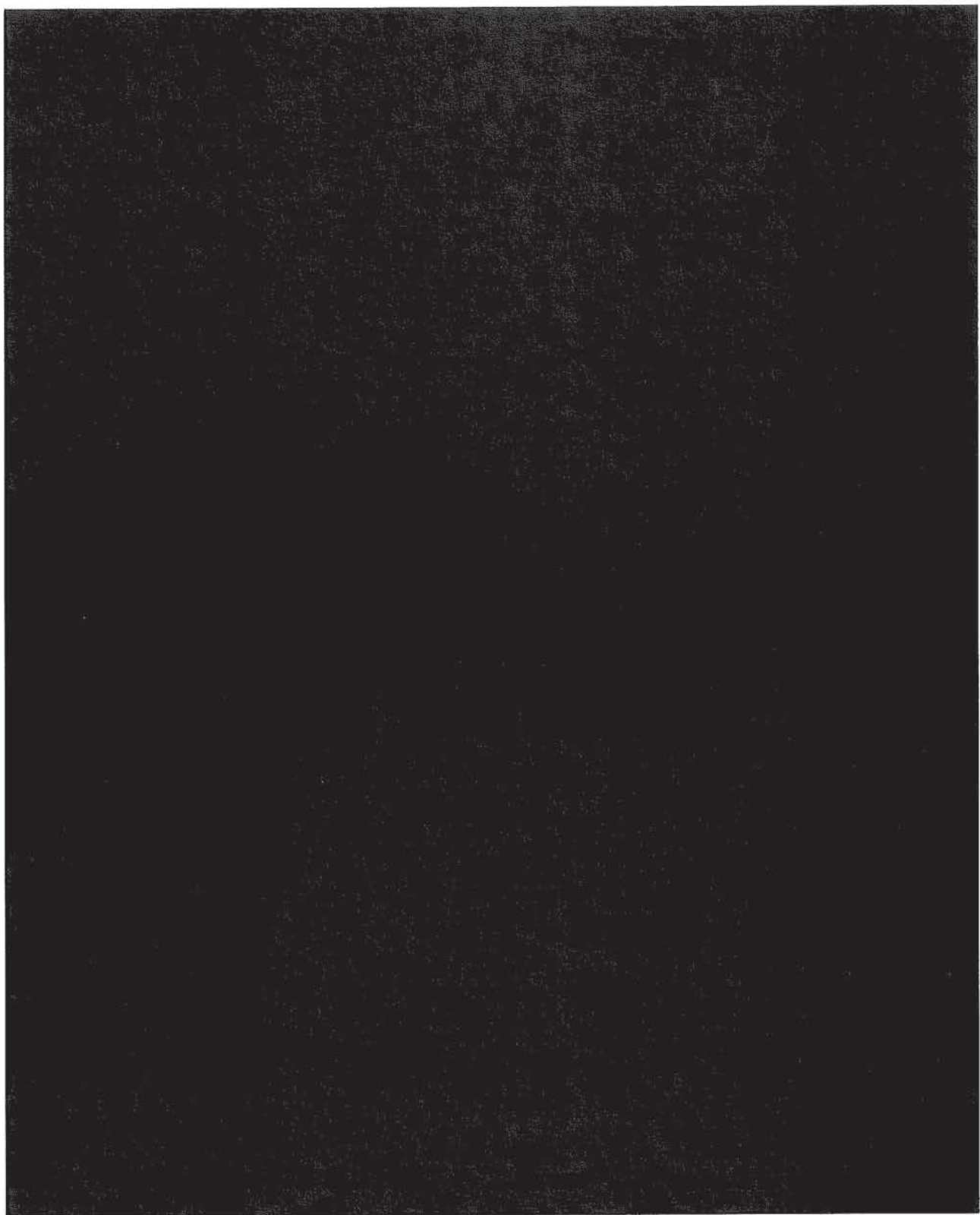
REDACTED-FOR PUBLIC INSPECTION







REDACTED-FOR PUBLIC INSPECTION



Appendix A- Five-Year Plan

Study Area Code
Study Area Name
Company Contact Name
Contact Telephone Number
Contact Email Address

250308
New Hope Telephone Cooperative, Inc.
Tammy Weeks
256-723-4211
tammvw@nehp.net

REDACTED-FOR PUBLIC INSPECTION

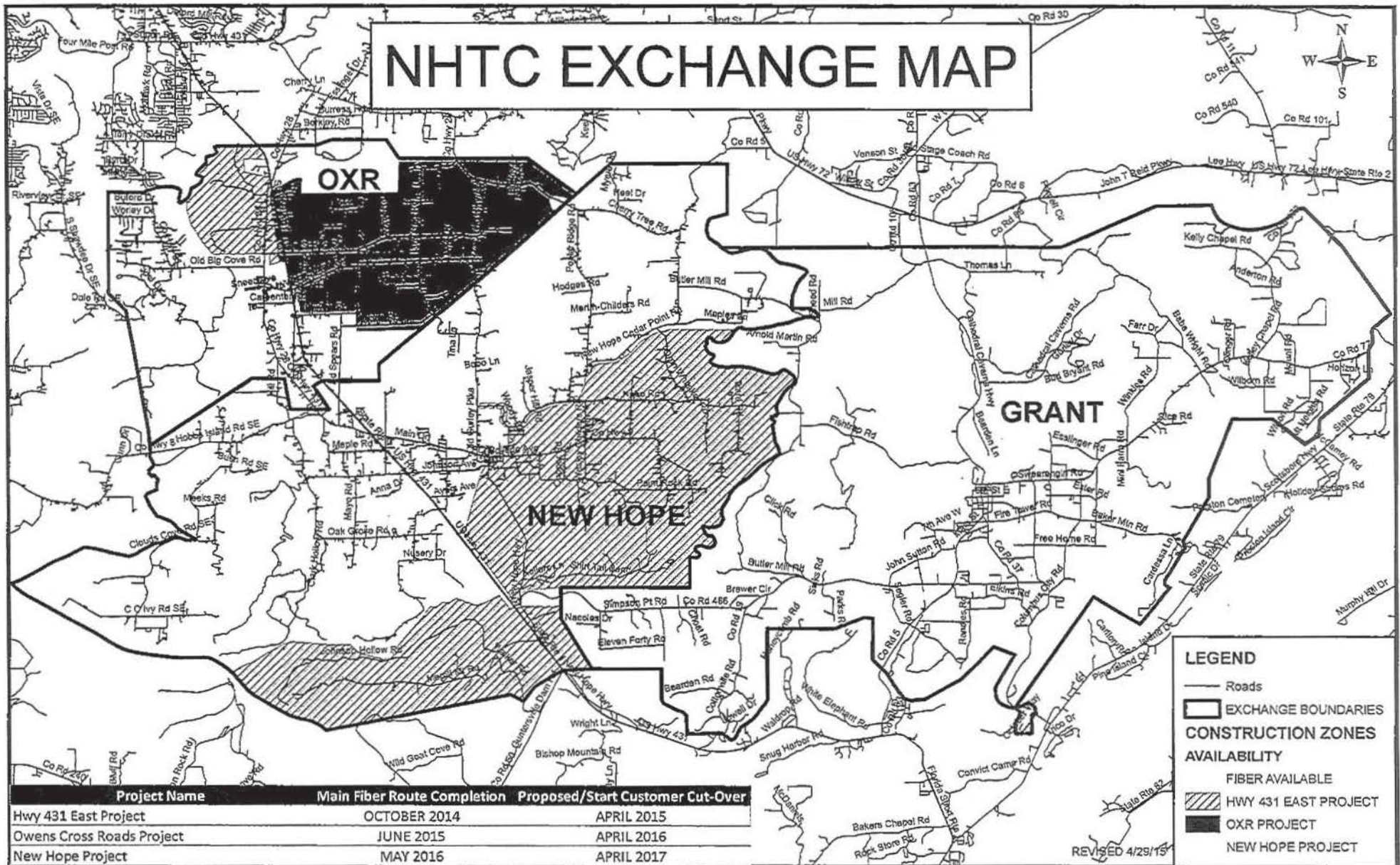
Appendix B - Five-Year Plan

Study Area Code	<u>250308</u>
Study Area Name	<u>New Hope Telephone Cooperative, Inc</u>
Company Contact Name	<u>Tammy Weeks</u>
Contact Telephone Number	<u>256-723-4211</u>
Contact Email Address	<u>tammyw@neh.net</u>

REDACTED-FOR PUBLIC INSPECTION



NHTC EXCHANGE MAP



New Hope Telephone Cooperative, Inc.(SAC 250308)

Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))

New Hope Telephone Cooperative, Inc. hereby certifies that throughout 2014, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream, and currently, it is taking reasonable steps to provide upon reasonable request actual speeds of at least 10 Mbps downstream/1 Mbps upstream broadband service at with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas as determined in an annual survey, and that requests for such service are met within a reasonable amount of time.

Study Area Code

250308

New Hope Telephone Cooperative, Inc.

Tammy Weeks

256-723-4211

tammyw@nehp.net

[illegible]

Line 3012

No New Community Anchor Institutions in 2014.

USDA-RUS

This data will be used by RUS to review your financial situation. Your response is required by 7 U.S.C. 901 et seq. and, subject to federal laws and regulations regarding confidential information, will be treated as confidential.

BORROWER NAME

New Hope Telephone Cooperative

**OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS**

USDA-RUS

**OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS**

USDA-RUS

OPERATING REPORT FOR
TELECOMMUNICATIONS BORROWERS

INSTRUCTIONS - See RUS Bulletin 1744-2

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OPERATING REPORT FOR
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INSTRUCTIONS - See RUS Bulletin 1744-2

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USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	BORROWER DESIGNATION AL0524
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2014
NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	

USDA-RUS	BORROWER DESIGNATION
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	AL0524
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2014
CERTIFICATION LOAN DEFAULT NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	